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ABSTRACT

The Educational Resources Information Center (ERIC) is a federally funded, nationwide network designed to provide ready access to education information. Managed by the United States Department of Education's National Library of Education, ERIC consists of 16 clearinghouses, each devoted to a particular area of education, several adjunct clearinghouses, and additional support components. ERIC is the largest education database in the world, with over 900,000 records of journal articles, research reports, curriculum and teaching guides, conference papers, and books. This annual report highlights many recent achievements of the ERIC system. These include a tremendously expanded audience, with nearly two million people contacting ERIC components in 1994; providing exemplary services by utilizing technological innovations such as CD-ROM distribution of the ERIC database and ERIC Digests, and Internet access to the ERIC database, digests, clearinghouses, adjunct clearinghouses, and support components; providing support products and services for parents, with a new adjunct clearinghouse specializing in child care information; partnerships with corporations and organizations; providing efficiency and economy to the education community by maintaining a well-organized central repository of information and allowing reproduction and distribution of ERIC-produced documents; and recognition by users and the media as being service-oriented and client-centered. Fourteen exhibits illustrate some ERIC services and advances. (SWC)

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U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

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ERIC Annual Report 1995

Summarizing the Recent Accomplishments of the Educational Resources Information Center

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ERIC Annual Report 1995

Summarizing the Recent
Accomplishments of the
Educational Resources Information Center

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Summer 1995

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ERIC Mission, Audience, Goals

Mission:

The mission of the ERIC system is to improve American education by increasing and facilitating the use of educational research and information on practice in the activities of learning, teaching, educational decision making, and research, wherever and whenever these activities take place.

Audience:

The ERIC audience includes teachers and professors; school and college administrators, counselors, media staff, and support personnel; educational researchers; educational policymakers at every level; students and nonformal learners at every age and level, including adult learners; parents; health and social services personnel and caregivers who support families, parents, students, and children; and the media and the business community, as they relate to education.

Goals for ERIC by the year 2000:

- Easy, affordable access to ERIC resources from every school, library, household, and point of educational decision making;
- Expansion of ERIC's database and services to make potentially useful information available to all categories of users;
- Expansion of the ERIC information-synthesizing function to include more and a greater variety of publications and to utilize a greater variety of dissemination methods;
- Delivery of documents in full-text electronic format, as well as in microfiche;
- Institutionalization and full funding of the AskERIC Internet-based question-answering function; and
- Further development of ERIC access on the Internet, including the development of virtual libraries, additional gopher sites, World Wide Web (WWW) sites, etc.

Foreword

In recent months, American citizens and policymakers have begun to examine the effectiveness of federally sponsored programs as never before. We at the Educational Resources Information Center (ERIC) Program welcome this scrutiny because it gives us an opportunity to spread the word about ERIC's offerings for educators, parents, students, researchers, and community members.

ERIC encompasses the world's largest and most frequently searched education database and a decentralized network of knowledgeable and helpful subject experts. ERIC also maintains an extensive Internet presence, including the award-winning AskERIC question-answering service and Virtual Library, the National Parent Information Network, and more than a dozen subject-oriented gopher and World Wide Web sites.

Each year, nearly 2 million people contact ERIC components directly for:

- Information on a wealth of topics, including performance-based assessment, learning disabilities, parents as partners in their children's education, and rural and urban lifelong education;
- Lesson plans and other teaching materials from CNN Newsroom, the Discovery Channel, the National Aeronautics and Space Administration (NASA), Academy One, and other sources; and
- ERIC Digests (1,300 balanced, practice-oriented research summaries on important topics in education).

Countless hundreds of thousands of others search the ERIC database online through commercial vendors and the Internet, on CD-ROM, and through the print indexes annually.

This report presents programmatic highlights from the past year. We're particularly pleased with our record of coordinating efforts with public and private partners to provide enhanced products and services at no additional cost to the government and our innovative uses of technology for continuous improvement.

ERIC's new administrative home within the Office of Educational Research and Improvement's National Library of Education is symbolic of our commitment to providing a well-organized repository for education information that is easily accessible to all those seeking to improve teaching, learning, and education decision making. In the coming year, we anticipate further progress on full-text accessibility of ERIC documents via the Internet, hypertext links to all ERIC electronic sites via a systemwide home page on the World Wide Web, and enhanced outreach and services to parents. We welcome your feedback at any time.

Patricia Coulter
Acting Director

Executive Summary

The Educational Resources Information Center (ERIC) is a public service that uses technology to increase access to education research and practice. ERIC resources are used to improve teaching, learning, and education decision making. ERIC provides an essential service for educators and parents finding their way onto the information superhighway. In the past year:

ERIC's audience has expanded tremendously.

- Nearly 2 million people contacted the ERIC components via toll-free phone, letter, fax, e-mail, or Internet gopher/World Wide Web logins in 1994.
- Fifteen thousand educators, students, parents, and other individuals received personalized responses to questions via the AskERIC Internet-based question-answering service in 1994—double the number from 1993.

ERIC has built on technological innovations to provide exemplary services.

- The ERIC database has become available on CD-ROM at a very low price, putting it in reach of almost every elementary and secondary school library in the country, as well as an increasing number of homes.
- The ERIC database itself is searchable at no charge through several public access points on the Internet, including Syracuse University/ERIC Clearinghouse on Information & Technology.
- More than a dozen ERIC Clearinghouses, Adjunct ERIC Clearinghouses, and support components have attractive, informative gopher and World Wide Web sites on the Internet.
- The popular ERIC Digest series, comprising 1,300 short research syntheses on high-interest topics, is available in full text through online and CD-ROM vendors and the Internet.

ERIC has supported parents through a full range of products and services.

- Each year, ERIC components produce and distribute many brochures, newsletter articles, and books that help parents become more involved in their children's education. Popular 1994 titles included *101 Ideas To Help Your Child Learn To Read and Write, Doing Science With Your Children, College Planning for Gifted Students,* and *What Does School Reform Mean to My Neighborhood School?*

- Parents with access to a computer network may send e-mail questions to Parents AskERIC and locate helpful information on child development, parenting, and education on ERIC's National Parent Information Network.
- ERIC's newest adjunct clearinghouse specializes in child care information.

ERIC has used partnerships to enhance product development and dissemination.

- More than 400 organizations work in cooperation with ERIC to promote the use of education information among their constituents.
- Nearly 2,000 groups have signed acquisition arrangements to ensure that their publications are entered into the ERIC database.
- ERIC also maintains, at no cost to the government, corporate partnerships to provide print materials, document delivery, and improved document acquisitions. Corporate partners include The Ford Foundation, the Educational Testing Service, and the American Bar Association. Apple Computer, Sun Microsystems, and other companies have made significant equipment donations to ERIC.

ERIC has continued to offer efficiency and economy to the education community.

- By continuing to maintain and improve the world's largest and most frequently accessed education database, ERIC provides a well-organized central repository for information used to make education decisions. Just imagine the time and costs that state education departments, local school districts, libraries, and institutions of higher education would incur if each had to research, identify, and collect its own material from multiple sources.
- ERIC-produced materials such as ERIC Digests, the Parent Brochure series, and *The ERIC Review* are in the public domain. Readers are encouraged to reproduce and distribute them to a wider audience.

ERIC has been recognized for being service-oriented and client-centered.

- An astounding 97 percent of AskERIC users surveyed indicated that they would recommend the service to others.
- ERIC staff made personal contact with customers at more than 900 meetings, conferences, presentations, workshops, and exhibits in 1994.
- ERIC has been acclaimed in sources as diverse as *Parents* and *PC Computing*.

ERIC staff look forward to building on this record of technological innovation, creative partnerships, and customer service in the coming year.

The ERIC System: A Brief Overview

The Educational Resources Information Center

The Educational Resources Information Center (ERIC), a federally funded, nationwide network, provides ready access to education information. Managed by the U.S. Department of Education's National Library of Education, the ERIC system consists of 16 ERIC Clearinghouses, several Adjunct Clearinghouses, and additional support components. (See Exhibit 1).

At the core of ERIC is the largest education database in the world consisting of nearly 900,000 records of journal articles, research reports, curriculum and teaching guides, conference papers, and books. Each year, approximately 30,000 new records are added to the ERIC database, which is available in many formats at thousands of locations.

ERIC Clearinghouses and Adjunct Clearinghouses

The ERIC Clearinghouses collect, abstract, and index education materials for the ERIC database; respond to requests for information; and produce special publications on current research, programs, and practices. A list of ERIC Clearinghouses follows:

- Adult, Career, and Vocational Education
- Assessment and Evaluation
- Community Colleges
- Counseling and Student Services
- Disabilities and Gifted Education
- Educational Management
- Elementary and Early Childhood Education
- Higher Education
- Information & Technology
- Languages and Linguistics
- Reading, English, and Communication
- Rural Education and Small Schools
- Science, Mathematics, and Environmental Education
- Social Studies/Social Science Education
- Teaching and Teacher Education
- Urban Education

Adjunct Clearinghouses perform many of the same functions as regular clearinghouses at no cost to ERIC. They assist ERIC in conducting user services within their scope of expertise and covering a specific segment of the literature for the database. Some also publish bibliographies, ERIC Digests, and newsletters in their areas of expertise. Adjunct Clearinghouses and their sponsors are:

Exhibit 1

ERIC Ready Reference #19
June 1995

ERIC at-a-Glance
ERIC System Components Graphically Displayed

ERIC

System Funding and Management

U.S. Department of Education
Office of Educational Research and Improvement
Educational Resources Information Center

Clearinghouses

Adult, Career & Vocational Education CE	Assessment & Evaluation TM	Community Colleges JC	Counseling & Student Services CG	Disabilities & Gifted Education EC	Educational Management EA	Elementary & Early Childhood Education PS	Higher Education HE
Information & Technology IR	Languages & Linguistics FL	Reading, English & Communication CS	Rural Education & Small Schools RC	Science, Mathematics & Environmental Education SE	Social Studies/ Social Science Education SO	Teaching & Teacher Education SP	Urban Education UD

Adjunct Clearinghouses

Art Education (To SO)	Child Care (To PS)	Clinical Schools (To SP)	Chapter 1 (To UD)	Consumer Education (To CE)	ESL Literacy Education (To FL)	Law-Related Education (To SO)	Test Collection (To TM)	U.S. - Japan Studies (To SO)

System Support Services

ERIC Processing and Reference Facility (Database Management)	ERIC Document Reproduction Service (EDRS) (Micrographics and Document Delivery)	ACCESS ERIC (Outreach)	U.S. Government Printing Office (GPO) (Publishing Resources in Education)

Private Sector

Vendors Offering ERIC-Related Services

ERIC Bibliographic Database Vendors

Online Access	CD-ROM
CD+ Data Star DIALOG Information Services OCLC	DIALOG Information Services EBSCO National Information Services Co. (NISC) Oryx Press SilverPlatter Information

ERIC Document/Article Delivery Services

Documents (Microfiche/Paper Copies)	Journal Article Reprints
CBIS Federal (Operators of EDRS)	Colorado Alliance of Research Libraries (CARL) – UnCover Service Institute for Scientific Information (ISI) – Genuine Article Service University Microfilms International (UMI) – Article Rapid Service

Publishing

Current Index to Journals in Education (CIJE) – Oryx Press
Resources in Education (RIE) Annual Indexes – Oryx Press
Thesaurus of ERIC Descriptors – Oryx Press

ERIC Information Resources: Referral Databases; Digests in Full Text, Internet-Based Files/Services

America Online
CompuServe (gateway)
GTE Educational Network Services (Referral Files)
Internet (various locations providing database segments, digest full text, electronic library services, etc.)

Public Sector

Users

Administrators; Counselors; Curriculum and Program Developers; Journalists; Librarians; Media Staff; Parents; Policymakers; Researchers; School Boards; Students; and Teachers.

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- Art Education—Getty Center for Education in the Arts
- Chapter 1 (Compensatory Education)—U.S. Department of Education
- Child Care—Child Care Bureau, Administration for Children, Youth and Families, U.S. Department of Health and Human Services
- Clinical Schools—Ford Foundation
- Consumer Education—National Institute for Consumer Education, Eastern Michigan University
- English as a Second Language (ESL) Literacy Education—U.S. Department of Education, Office of Vocational and Adult Education, and the National Institute for Literacy
- Law-Related Education—American Bar Association
- Test Collection—Educational Testing Service
- U.S.–Japan Studies—United States–Japan Foundation and the Japan Foundation's Center for Global Partnership

ERIC Support Components

The ERIC Document Reproduction Service (EDRS) produces and sells microfiche and paper copies of documents that are announced in the ERIC database. EDRS also sells individual copies of ERIC documents on demand.

The ERIC Processing and Reference Facility (Facility) is the technical hub of the ERIC system; it produces and maintains the database and systemwide support products.

ACCESS ERIC coordinates ERIC's outreach, dissemination, and marketing activities; develops systemwide ERIC publications; and provides general reference and referral services.

Electronic Communication

Electronic communication has become an integral part of virtually every aspect of the ERIC system. The ERIC Clearinghouse on Information & Technology (ERIC/IT) introduced AskERIC on the Internet in 1992; now more than a dozen ERIC Clearinghouses, Adjunct Clearinghouses, and support components host gopher and World Wide Web sites (see Exhibit 2). The National Parent Information Network (NPIN) is a particularly significant addition to ERIC's online presence because it addresses the information needs of those in the critical role of rearing the next generation. (See the ERIC for Parents section.)

ERIC also has a presence on such commercial networks as America Online and CompuServe. The Internet is used by ERIC to disseminate education-related information to users throughout the world, to facilitate discussion groups among members of the education community with common interests, to carry out internal system communications, and to solicit documents and cover electronic journals for the ERIC database. ERIC's leadership role in network communications is due largely to contributions from host organizations, including provision of direct connections to the Internet; donated time from systems staff; and work of graduate students and interns who assist ERIC as part of their own educational experience.

"If you're an educator at any level, you should use the famous ERIC system from the Web."

—PC Computing

AskERIC

The award-winning AskERIC service features three components: an electronic question-answering service, the AskERIC Virtual Library, and Internet access to the ERIC database. AskERIC reached significant milestones in the past year:

- The question-answering service doubled in volume from 1993, with almost 15,000 educators, students, parents, and other individuals receiving personalized responses to questions via the Internet in 1994. Staff from nine ERIC Clearinghouses participated actively in AskERIC question-answering.
- AskERIC expanded formal network connections, adding seven states to the original three pilot states that offer AskERIC as a menu choice on teacher networks. Additional states will be added as they develop statewide networks.
- The AskERIC Virtual Library expanded in scope and quantity of offerings in direct response to user demand (e.g., for lesson plans and InfoGuides on key topics in education). AskERIC staff also developed collections related to Goals 2000 for the U.S. Secretary of Education's office and disseminated third-party teacher materials from the National Aeronautics and Space Administration (NASA), Newton's Apple, and Discovery Communications.
- AskERIC continues to establish, moderate, and maintain education listservs (electronic discussion groups), including NTPlan (state-level coordinators

Exhibit 2

ERIC-Sponsored Internet Sites

All ERIC components have e-mail addresses for routine correspondence. The following also offer additional online services:

ACCESS ERIC (for general information about the ERIC system and links to all other ERIC sites)
Gopher: aspensys.aspensys.com, Education and Training Division
URL: http://access_eric.aspensys.com:82/eric.html

Adjunct ERIC Clearinghouse for Art Education
URL: http://www.indiana.edu/~ssdc/art.html

Adjunct ERIC Clearinghouse for Child Care
URL: http://ericps.ed.uiuc.edu/nccic/nccichome.html

Adjunct ERIC Clearinghouse for Law- Related Education
URL: http://www.indiana.edu/~ssdc/lre.html

Adjunct ERIC Clearinghouse for United States–Japan Studies
URL: http://www.indiana.edu:80/~japan

ERIC Clearinghouse on Assessment and Evaluation
Gopher: gopher.cua.edu, Special Resources
URL: http://www.cua.edu/www/eric_ae

ERIC Clearinghouse on Counseling and Student Services
URL: http://www.uncg.edu:80/~ericcas2

ERIC Clearinghouse on Educational Management
URL: http://darkwing.uoregon.edu:80/~ericcem/home.html

ERIC Clearinghouse on Elementary and Early Childhood Education
Parents AskERIC (Internet-based question-answering service): askeece@uiuc.edu
National Parent Information Network (NPIN)
Gopher: ericps.ed.uiuc.edu
NPIN URL: http://ericps.ed.uiuc.edu/npin/npinhome.html

ERIC Clearinghouse on Information & Technology
AskERIC (Internet-based question-answering service): askeric@ericir.syr.edu
AskERIC Virtual Library Gopher: ericir.syr.edu
AskERIC Virtual Library URL: http://ericir.sunsite.syr.edu

ERIC Clearinghouse on Reading, English, and Communication
Gopher: gopher.indiana.edu
URL: http://www.indiana.edu:80/~eric_rec

ERIC Clearinghouse on Rural Education and Small Schools
Bulletin Board: 1–800–377–7641 (at "first name" prompt, type ERIC; at "last name," CRESS; at "password," GUESS.
URL: http://www.ael.org/~eric/eric.html

ERIC Clearinghouse for Science, Mathematics, and Environmental Education
Gopher: gopher.ericse.ohio-state.edu
URL: http://www.ericse.ohio-state.edu

ERIC Clearinghouse for Social Studies/Social Science Education
URL: http://www.indiana.edu/~ssdc/eric-chess.html

ERIC Clearinghouse on Urban Education
URL: http://eric-web.tc.columbia.edu

working on technology implementation), SATL-CON (supporting the Secretary of Education's monthly electronic town meetings).

- The ERIC/IT research and development component also grew significantly. Recent projects included creating the AskERIC World Wide Web site and putting the ERIC database on the Internet.
- To support all these efforts, ERIC/IT was awarded a major equipment grant from Sun Microsystems and was designated one of two SunSITES in the United States.

AskERIC has been recommended in many books and articles on the Internet. The AskERIC Virtual Library was recently cited in *Internet World* as one of the top 10 education sites. *MacUser* featured AskERIC among its "Internet Road Map Highlights," and *PC Computing*'s Road Map to the Internet advised, "If you're an educator at any level you should use the famous ERIC system from the Web."

According to results from the AskERIC User Survey conducted in December 1994, AskERIC users, 68 percent of whom were K–12 educators, were highly satisfied with the service. The most common reasons they gave for using AskERIC were to improve classroom practice, address a professional interest, or help a colleague. Some 95 percent said they were satisfied with the speed of the response (which is 48 hours or less). Ninety-four percent felt the response was appropriate to their question, and 88 percent were satisfied with the quality of the response. A full 97 percent of respondents stated that they would recommend AskERIC to someone else.

"A legislative assistant on the Senate Subcommittee on Labor, Health and Human Services, and Education has a tattered yellow Post-it™ note on his personal computer monitor with one Internet address on it: AskERIC."

Listservs

ERIC is proud to be a catalyst in fostering communication among "virtual communities" through the creation and administration of listservs. In the past year alone, the following listservs have been started by ERIC Clearinghouses:

- **SAC**: focusing on school-age child care.
- **PARENTING**: addressing topics related to parenting (including child development, education, and care) from birth through adolescence.
- **NTPlan**: operating on behalf of the Department of Education to support state-level coordinators working on technology implementation.
- **SATL-CON**: complementing the Secretary of Education's monthly electronic town meetings.

As new listservs are being formed, the number of subscribers to existing groups continues to grow. For example, the number of subscribers to the ERIC Clearinghouse on Educational Management's K12ADMIN more than doubled from 412 in January 1994 to 863 in January 1995. Exhibit 3 shows listservs

currently administered for the education community by ERIC components. In addition, The AskERIC Virtual Library provides access to a number of additional education-related listservs through archives maintained on the gopher site. This service enables interested individuals to browse through the communications on several listservs without having to become members.

Listservs also serve an important function in fostering internal communication among members of the ERIC system. These listservs include:

- **ERICDIR**: linking everyone in the ERIC system.
- **ERICEXEC**: supporting rapid communication among the members of the ERIC Executive Committee.
- **VOCAB**: for members of the Vocabulary Review Group, facilitating the development and maintenance of the controlled vocabulary used to index ERIC documents and articles.
- **QA-Net**: providing a forum for discussing electronic question-answering issues within the ERIC system.

Exhibit 3

Listservs Administered by ERIC Components

Name	Subject	# of subscribers	ERIC clearinghouse
ECENET-L@vmd.cso.uiuc.edu	early childhood education	747	Elementary and Early Childhood Education
ECPOLICY@ux1.cso.uiuc.edu	forum for discussion of policy issues related to young children	129	Elementary and Early Childhood Education
K12ADMIN@listserv.syr.edu	K–12 educational administration	1,049	Educational Management/ Information & Technology
LM_NET@listserv.syr.edu	school library and media services	4,173	Information & Technology
MIDDLE-L@vmd.cso.uiuc.edu	middle school education	891	Elementary and Early Childhood Education
NTPlan@listserv.syr.edu	state-level coordinators working on technology implementation	N/A	Information & Technology
PARENTING@ux1.cso.uiuc.edu	all topics related to parenting	186	Elementary and Early Childhood Education
REGGIO-L@vmd.cso.uiuc.edu	Reggio Emilia philosophy of early childhood education	307	Elementary and Early Childhood Education
SAC@ux1.cso.uiuc.edu	school-age child care	125	Elementary and Early Childhood Education
SATL-CON@listserv.syr.edu	U.S. Secretary of Education's Satellite Town Meetings	724	Information & Technology
SUPERK12@listserv.syr.edu	supercomputing implementation and utilization in the K–12 environment	491	Information & Technology
	Total number of subscribers	8,822	

Other ERIC Electronic Communication Highlights

The ERIC system has capitalized on communications technology and the explosion of interest in the Internet and other computer networks to broaden access to, and the building of, the ERIC database. ERIC is also providing enhanced user services and increased access to other types of subject-specific education information via gopher and World Wide Web sites.

Many of the individual ERIC Clearinghouses have created their own gopher and World Wide Web sites to post and disseminate information in response to user demand. (See Exhibit 4.) The ERIC Clearinghouse for Science, Mathematics, and Environmental Education established an Internet gopher server and a World Wide Web server early in 1994. The gopher site was announced on February 15; during the final quarter of 1994, more than 7,500 unique connections were recorded. The most popular item at the ERIC Clearinghouse on Assessment and Evaluation's (ERIC/AE) gopher in 1994 was the ERIC/AE Test Locator, generating approximately 2,000 searches of the Educational Testing Service (ETS) Test Collection per month. Users currently visit ERIC-sponsored Internet sites at an average rate of 37,000 per week (see Exhibit 5).

Exhibit 4

Sample ERIC World Wide Web Home Pages

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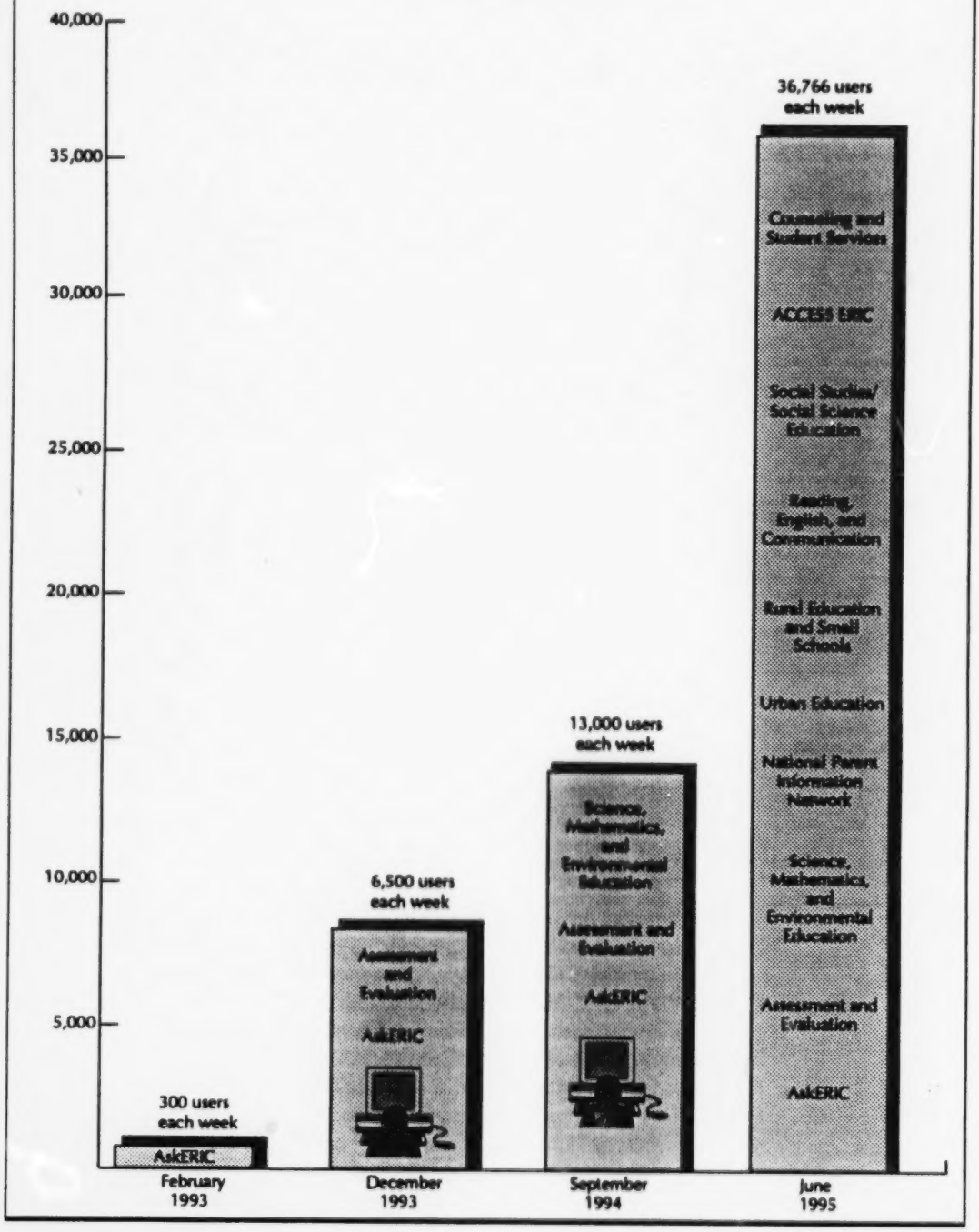
Exhibit 5

User Logins to ERIC Internet Sites



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Some clearinghouses use the Internet to solicit documents and conference proceedings and to correspond with contributors, leading to increased efficiency and reduced turnaround time for processing documents. The ERIC Clearinghouse on Languages and Linguistics reported soliciting papers from an entire conference on sociolinguistics via the Internet. In one instance, the clearinghouse solicited a paper by e-mail and received the author's text the next day. The Internet is also bringing about changes in journal processing. For example, the *Journal of Extension*, which is covered by the ERIC Clearinghouse on Adult, Career, and Vocational Education, ceased its print format and is now available only electronically. The clearinghouse obtains its subscription via listserv and downloads the issues.

ERIC components also use the networks to respond to individual user requests for information. Electronic activity has increased dramatically in recent months. The ERIC Clearinghouse on Disabilities and Gifted Education, for example, witnessed a 728-percent increase in electronic queries from the previous year. ERIC/AE received 1,500 direct e-mail requests in 1994 as well as 8 to 10 requests per day routed from AskERIC.

Recognizing that computer networks are a key component of educational improvement, ERIC components have also taken it upon themselves to provide general assistance and training to network novices. For example, AskERIC responses often include information about relevant listservs and other resources on the Internet. The ERIC Clearinghouse on Urban Education has undertaken projects to help urban educators learn to use Internet resources and to help historically black colleges and universities establish on-campus access to the Internet and develop their own resources on the Internet. ACCESS ERIC has developed a user-friendly brochure to introduce educators, parents, and students to telecommunications basics and education offerings on the Internet. And because many individuals in rural areas lack Internet access, the ERIC Clearinghouse on Rural Education and Small Schools (ERIC/CRESS) created a toll-free electronic dialup bulletin board service to provide electronic access to full-text CRESS publications and services. Activities such as these underscore ERIC's commitment to using technology to help people improve teaching, learning, and education decision making.

Commercial Networks

Commercial networks enable ERIC to promote its products and services to millions of subscribers. In particular, they offer ERIC visibility to members of the general public who may not be aware of ERIC, including parents and students. ACCESS ERIC collaborates with America Online, CompuServe, GTE Educational Network Services, and America Tomorrow on the Prodigy Network in various capacities to maintain files of current information about ERIC and about various education topics. ACCESS ERIC also responds to e-mail requests from users with questions ranging from "How can I get a subscription to *The ERIC Review*?" to "My child has just been diagnosed with attention deficit disorder. What information can you provide me?"

Most commercial vendors now provide, or soon plan to offer their subscribers, Internet access. ACCESS ERIC staff have posted files to the education sections of these commercial boards providing step-by-step instructions for getting to ERIC Internet services. These files proved to be downloaded more than any other files.

The AskERIC Online section of America Online continues to be the most popular and frequently accessed commercial electronic ERIC source. As in the past, America Online users have access to ERIC Digests Online, searchable ERIC Reference and Referral Databases, an ERIC Library of downloadable files and popular ERIC bibliographies, informational brochures, responses to frequently asked questions, and a message board. In 1994, America Online subscribers accessed and downloaded ERIC files 25,883 times—a 61-percent increase from the previous year. Topical bibliographies prepared by the ERIC Document Reproduction Service on such topics as multicultural education and mainstreaming accounted for more than 8,300 downloads. In addition, ACCESS ERIC information specialists responded to more than 70 queries each week from America Online users.

CompuServe users download ERIC brochures, digests, bibliographies, and lead articles from *The ERIC Review*. Downloads increased 76 percent from last year. GTE Educational Network Services continues to offer the *ERIC Directory of Education-Related Information Centers*, the *ERIC Calendar of Education-Related Conferences*, and the *Directory of ERIC Information Service Providers*, which ACCESS ERIC staff update quarterly. Both ACCESS ERIC and the ERIC Clearinghouse on Elementary and Early Childhood Education contribute material to America Tomorrow on the Prodigy Network.

As of May 1995, America Online and CompuServe users had downloaded 58,162 copies of ERIC materials.

As America Online and the other commercial vendors collaborating with ACCESS ERIC work to offer their subscribers Internet World Wide Web access, their subscription bases should increase considerably, thus expanding ERIC's opportunities to provide individuals with the education information they need, when they need it, and in a format they can use.

Publications and Products

Clearinghouse Publications

The ERIC Clearinghouses analyze and synthesize literature in their areas of expertise and create research reviews, bibliographies, state-of-the-art studies, interpretive studies of high-interest topics, digests, and other publications that meet the information needs of a wide spectrum of ERIC users. Exhibit 6 illustrates recent publications on important education issues.

Each year, the clearinghouses produce approximately 250 publications. These publications are noteworthy for the collaborative ways in which they are produced, the extensive networks through which they are distributed, and the notice they receive from the field. Many publications are the result of partnerships between ERIC Clearinghouses and professional associations, private publishers, academic institutions, and other organizations. Highlights of publication activities in 1994 are described below.

In the area of collaborative publication production, the ERIC Clearinghouse on Urban Education and the National Education Association's Center for the Revitalization of Urban Education copublished popular ERIC Digests on urban teachers and collaborative school-linked services and on gaining control of school violence. The ERIC Clearinghouse on Information & Technology (ERIC/IT), in conjunction with Libraries Unlimited and the Association for Educational Communications and Technology, produced *The Educational Media and Technology Yearbook 1994*.

Cooperative distribution efforts expanded ERIC's outreach significantly. For example, the ERIC Clearinghouse on Educational Management reported that professional associations such as the National School Boards Association and the National Association of Secondary School Principals (NASSP) reprinted or were responsible for the original printing of 249,300 copies, or 91 percent, of all its publications. The double benefit of these printings/reprintings by professional organizations is that they greatly boost dissemination at no extra cost to the clearinghouse. In effect, each dollar the clearinghouse allocates to dissemination (printing and distribution) is matched at the rate of $9 each year by other organizations.

Exhibit 6

ERIC System Publications on Current Topics in Education

The titles below include a sample of ERIC Digests, journal issues, and major clearinghouse publications illustrating how ERIC responds with resources on important education issues.

Safe Schools/School Violence

Television Violence and Behavior: A Research Summary

Violence and Young Children's Development

Gangs in the Schools

Prevention of Violence

Gaining Control of Violence in the Schools

Performance/Alternative Assessment

The ERIC Review (focus issue on Performance Assessment)

Alternative Assessment and Technology

Performance-Based Assessment

Assessing Habits of Mind: Performance-Based Assessment in Science and Mathematics

Alternative Assessment and Second Language Study: What and Why?

School Reform/Restructuring

Community Coalitions to Restructure Schools

Systemic Education Reform

Blending Gifted Education and School Reform

Current Reform Efforts in Mathematics Education

School-Based Management

The ERIC Review (focus issue on Systemic Education Reform)

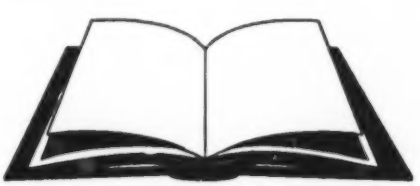
Information Literacy/Electronic Networking

Life and Work in a Technological Society

The National Information Infrastructure: Policy Trends and Issues

An Introduction to Internet Resources for K–12 Educators. Part I: Information Resources

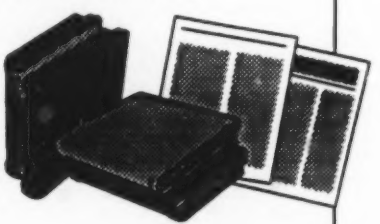
An Introduction to Internet Resources for K–12 Educators. Part II: Question Answering, Listservs, Discussion Groups



Information Literacy in an Information Society: A Concept for the Information Age

An Educator's Guide to Electronic Networking: Creating Virtual Communities

Internet for Language Teachers



Home Schooling

Home Schooling and Socialization of Children

Home Schooling Policies

School-to-Work Transition

Parents and the School-to-Work Transition of Special Needs Youth

Integration of Academic and Vocational Education: Myths and Realities

A Practical Guide to Conducting Customized Work Force Training: New Directions for Community Colleges, Number 85

Tech Prep/Associate Degree (TPAD) Academic Outcomes

Parent Involvement

Children's Literacy Development: Suggestions for Parent Involvement

Doing Science with Your Children

Doing Mathematics with Your Child

Using the Child's Environment To Teach at Home and School

Literacy

Peer Tutoring in Adult Basic and Literacy Education

Adult ESL Literacy: Findings from a National Study

Estimating Literacy in the Multilingual United States: Issues and Concerns

Language and Literacy Education for Southeast Asian Refugees

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In 1994, primary and secondary distribution of materials from the ERIC Clearinghouse on Elementary and Secondary Education reached record totals: 79,940 items were distributed by the clearinghouse, and an additional 75,662 items were distributed through secondary channels.

The ERIC Clearinghouse on Higher Education, experiencing its best year ever, sold more than $1,500 worth of books and subscriptions at the annual meeting of the Association for the Study of Higher Education. In 1994, there were 11 requests to reprint portions of its publications for educational and/or research purposes. Additionally, it received 17 requests to use major portions of books in higher education classrooms throughout the nation.

The *Report on Literacy Programs* reprinted "Alphabet Soup," an article on commonly used acronyms in the field of adult education originally published by the ERIC Adjunct Clearinghouse for English as a Second Language (ESL) Literacy Education. The National Captioning Center reprinted the digest *Closed Captioned TV: A Resource for ESL Literacy Education* and sent it to 400 media contacts.

ERIC publications often achieve public acclaim. For example, *Reform in Student Affairs*, the ERIC Clearinghouse on Counseling and Student Services' bestseller for 1994, is being reviewed by three major professional associations. This publication was the basis of a major program session at the National Association of Student Personnel Administrators' national convention, and was lauded by the president of the American College Personnel Association.

An ERIC Digest on test selection produced by the ERIC Clearinghouse on Assessment and Evaluation was chosen as one of four essays to be included in a future issue of the Buros *Mental Measurement Yearbook*. The clearinghouse worked closely with ACCESS ERIC to produce an *ERIC Review* devoted to performance assessment. Many professors reported that they used this *ERIC Review* issue as a major component in their tests and measurement courses. An article in the May 1995 *Better Homes and Gardens* includes extensive quotations from Sandra Berger of the ERIC Clearinghouse on Disabilities and Gifted Education and promotes her book, *College Planning for Gifted Students*.

Exhibit 7 highlights the clearinghouses' 1994 bestsellers.

Exhibit 7

The ERIC Clearinghouses' 1994 Bestsellers

Adult, Career, and Vocational Education: *The Psychosocial Development of Women: Linkages to Teaching and Leadership in Adult Education* (ED 354 386)

Art Education: *Lessons About Art in History and History in Art* (ED 348 297)

Assessment and Evaluation: *Understanding Achievement Tests: A Guide for School Administrators* (ED 314 426)

Clinical Schools: *Professional Development Schools: A Directory of Projects in the United States* (ED 353 258)

Community Colleges: *Critical Thinking: Educational Imperative* (ED 342 453)

Consumer Education: *Consumer Education for High School Students: Trends and Issues Alerts* (ED 363 701)

Counseling and Student Services: *Reform in Student Affairs: A Critique of Student Development* (ED 366 862)

Disabilities and Gifted Education: *Language Minority Students* (ED 339 171); *College Planning for Gifted Students* (ED 307 768)

Educational Management: *Roadmap to Restructuring: Policies, Practices, and the Emerging Visions of Schooling* (ED 359 593)

Elementary and Early Childhood Education: *Reflections on the Reggio Emilia Approach* (ED 375 986) and *Distinctions Between Self-Esteem and Narcissism* (ED 363 452)

ESL Literacy Education: *Approaches to Adult ESL Literacy Instruction* (ED 364 127)

Higher Education: *Active Learning: Creating Excitement in the Classroom* (ED 340 272)

Information & Technology: *An Educator's Guide to Electronic Networking: Creating Virtual Communities* (ED 372 772)

Languages and Linguistics: *Cooperative Learning: A Response to Linguistic and Cultural Diversity* (ED 355 813)

Reading, English, and Communication: *101 Ideas to Help Your Child Learn to Read and Write* (ED 314 737)

Rural Education and Small Schools: *Lasting Lessons: A Teacher's Guide to Reflecting on Experience* (ED 348 204)

Science, Mathematics, and Environmental Education: *Assessing Habits of Mind: Performance-Based Assessment in Science and Mathematics* (ED 372 951)

Social Studies/Social Science Education: *Schools and the Shaping of Character: Moral Education in America, 1607–Present* (ED 352 310)

Teaching and Teacher Education: *Standard Setting as Educational Reform: Trends and Issues Paper No. 8* (ED 358 068)

Urban Education: *Joining Youth Needs and Program Services* (ED 355 306)

U.S.–Japan Studies: *Resources for Teaching About Japan* (ED 360 245)

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Systemwide Products

The ERIC Review

This free journal reports critical trends and issues in education as well as new ERIC developments. Recent issues covered performance-based assessment, K–12 computer networking, systemic education reform, and professional development. Future issues are scheduled to include updated information on K–12 computer networking, school-to-work transition, inclusive schools, and integrated school services. The topical issues are distributed to nearly 20,000 subscribers, as well as to targeted audiences interested in each issue's particular theme. Copies are also distributed at conferences, shipped in bulk for training purposes, and mailed to individuals and groups requesting copies. Here are a few recent examples of requests:

- School superintendent in St. Petersburg, Florida: 50 copies of the issue on performance-based assessment to give to principals. He said, "It was a wonderful issue."
- Teacher from the Charleston Math and Science Hub: copies of the issues on systemic reform and performance-based assessment for a school reform planning team of parents, teachers, and community members.
- Education professor at Stanford University: 75 copies of the issue on systemic reform for use in her graduate education course.

Parent Brochures

ERIC is keeping pace with the increasing emphasis on the role of parents in their children's education. ACCESS ERIC collaborates with the clearinghouses and their network of experts to produce a popular series of brochures for parents. These easy-to-read brochures always include suggested organizations and publications that provide further information on the topics. New parent brochure titles are announced to a mailing list of more than 8,000 parents, parent educators, counselors, and other interested audiences. They are also available in full text on computer networks including ERIC's own National Parent Information Network, America Online, and CompuServe.

Recently published and future parent brochures include:

- *Rights and Responsibilities of Parents of Children With Disabilities*
- *How To Choose a Community College*
- *What Is a Quality Preschool Program?*
- *What Should Parents Know About Performance Assessment?*
- *How Can Computer Networking Be Used in the Classroom?*
- *How Can We Strengthen Children's Self-Esteem?*

What Should Parents Know About Standardized Testing in Schools?
How Important Is Homework?
How Can I Improve My Child's Reading?

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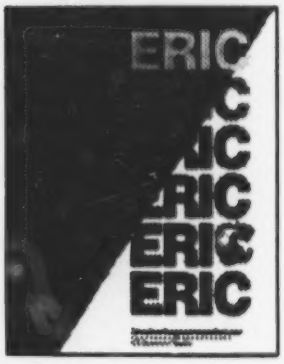

Products About ERIC

ERIC produces a wide array of brochures, newsletters, booklets, and indexes that introduce individuals and organizations to the resources of the ERIC system and assists them in their search for relevant education information. These products include:

- *All About ERIC*—a 40-page booklet that provides a basic introduction to using the ERIC system; an ERIC system directory of addresses and phone numbers; and a section that instructs libraries and resource center staff on how their patrons and can access ERIC.
- *A Pocket Guide to ERIC*—an 18-page, pocket-size booklet that briefly describes the ERIC system, its services, and products.
- *ERIC Users' Interchange*—a semiannual newsletter for librarians and ERIC Resource Collection providers.
- *ERIC: In Action*—a video produced in 1993 by ERIC/IT that offers viewers a broad perspective on ERIC as the premier source of education information.
- *Your Guide to ERIC*—a curriculum package designed for ERIC users and trainers. Developed by the ERIC Clearinghouse on Adult, Career, and Vocational Education, the package includes four learning modules, transparencies, relevant ERIC publications, and a set of Quick Search Cards.

The ERIC Facility produces systemwide support products such as processing manuals, bibliographies, indexes, directories, and ready references. ERIC ready references are brief handouts—usually one page—on database-related information users need. Other helpful Facility publications include *ERIC Clearinghouse Publications 1994*; *The Educational Resources Information Center (ERIC): An Annotated Bibliography of Documents and Journal Articles About ERIC*; and *ERIC Acquisitions Arrangements*.

Reference and Referral Products

ACCESS ERIC also produces the following reference and referral publications. Copies are requested each year by libraries, academic institutions, state and local departments of education, and other groups and individuals. In addition, some are posted electronically on the Internet and commercial computer networks.

ERIC Clearinghouses and components distribute more than 1.5 million copies of free or low-cost publications each year.

- *A Catalog of ERIC Clearinghouse Publications*—a guide to more than 1,400 education titles published by the ERIC Clearinghouses.
- *Directory of ERIC Information Service Providers*—a directory of more than 1,000 libraries and other organizations that offer access to the ERIC database and publications.

- *Directory of Education-Related Information Centers*—descriptions of 450 resource centers and agencies that provide information or assistance in education-related areas.
- *ERIC Calendar of Education-Related Conferences*—a guide to more than 525 international, national, and regional educational conferences.

Database Building

Database Size and Growth

The ERIC database consists of two files: *Resources in Education* (*RIE*) and *Current Index to Journals in Education* (*CIJE*). ERIC document (ED) records are announced in *RIE*, while ERIC journal (EJ) records are announced in *CIJE*. As of December 1994, the ERIC database contained 366,092 ED records and 488,942 EJ records—a total of 855,034 bibliographic records (see Exhibit 8). Each year, approximately 13,000 document records and 20,000 article records are added to the database.

Exhibit 8

***Total Number of Records in* RIE *and* CIJE**

	Number of Records		
	1966–1993	1994	Total
Resources in Education (RIE) ED Records, 1966–	353,419	12,673	366,092
Current Index to Journals in Education (CIJE) EJ Records, 1969–	468,113	20,829	488,942
Total ED and EJ Records	821,532	33,502	855,034

ERIC Database Publication Types

ERIC indexes more than 800 journals, some cover to cover and others on a more selective basis. Journal articles compose approximately 60 percent of the items in the ERIC database. Of the more than 366,000 ED records in the database, 97 percent are research/technical reports, conference papers/speeches, project/program descriptions, opinion papers/essays, and teaching guides. (See Exhibit 9 for a detailed breakdown of the kinds of documents in the database.)

The ERIC Clearinghouses and ERIC Facility use multiple strategies to acquire education-related material for the database. In 1994, the ERIC Facility acquired documents from the U.S. Department of Education and more than 25 other

Exhibit 9

ERIC DATABASE DOCUMENTS BY TYPE
(January 1980 – March 1995)

Rank	PUBTYPE Code	Publication Type	Date Initiated	Accessions Coded by PUBTYPE	Percent of Accessions Carrying PUBTYPE
1	143	Research/Technical Reports	9/74	89,161	29.4
2	150	Conference Papers/Speeches (Single Papers)	9/74	87,758	28.7
3	141	Project/Program Descriptions	9/74	36,844	17.8
4	120	Opinion Papers/Essays	9/74	24,810	12.3
5	052	Teaching Guides (For Teacher)	7/79	21,866	10.9
6	055	Guides--Non Classroom (For Support Staff)	7/79	19,981	9.9
7	142	Evaluative/Feasibility Reports	7/79	16,845	8.4
8	070	Information Analyses/State-of-the-Art Reports	9/74	15,767	7.8
9	160	Tests, Measurement Instruments, Questionnaires	9/74	11,222	5.6
10	110	Numerical/Quantitative Data	9/74	8,137	4.0
11	051	Instructional Materials (For Learner)	7/79	8,124	4.0
12	131	Bibliographies	9/74	6,129	3.0
13	021	Conference Proceedings	9/74	5,686	2.8
14	010	Books	9/74	5,666	2.8
15	080	Legal/Legislative/Regulatory Materials	9/74	5,093	2.5
16	022	Serials/Periodicals	7/79	5,083	2.5
17	071	ERIC Information Analysis Products	6/80	3,415	1.7
18	140	Reports--General	7/79	3,336	1.7
19	030	Collected Works	7/79	3,311	1.6
20	132	Directories/Catalogs	9/74	2,578	1.3
21	060	Historical Materials	9/74	2,208	1.1
22	050	Guides--General	9/74	2,119	1.1
23	080	Journal Articles	9/74	1,792	.9
24	043	Practicum Papers	7/79	1,447	.7
25	073	ERIC Digests (Full Text)	10/88	1,337	.66
26	042	Masters Theses	7/79	1,209	.60
27	130	Reference Materials--General	7/79	754	.37
28	041	Doctoral Dissertations	7/79	582	.29
29	040	Dissertations/Theses---Undetermined Level	7/79	559	.28
30	134	Vocabularies/Classifications	9/74	516	.26
31	171	Multilingual/Bilingual Materials	4/83	457	.23
32	030	Creative Works	7/79	372	.19
33	100	Audiovisual Materials	9/74	232	.12
34	072	Book/Product Reviews	10/87	158	.08
35	101	Computer Programs	7/84	129	.06
36	170	Translations	7/79	127	.06
37	102	Machine-Readable Data Files	10/87	89	.04
38	133	Geographic Materials	9/74	50	.02
		TOTAL USAGES		333,772	

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federal departments and agencies, including the U.S. Department of Health and Human Services and the National Science Foundation as well as Congress. It also received documents from such nonfederal sources as academic institutions, commercial organizations, international organizations, and state governments. Documents come to ERIC in one of three ways:

- By request from ERIC to the source organization or individual.
- Through automatic acquisition arrangements.
- Via unsolicited contribution.

Clearinghouses gather documents for ERIC through mailings to conference presenters and sponsors; through notices in conference programs, newsletters, and journals; and by scanning electronic listservs and bulletin boards. As of June 1995, ERIC had arrangements with 1,981 organizations to receive their publications for the database as they are produced. Eighty-three organizations were added to this list since June 1994.

As of June 1995, ERIC had arranged with 1,981 organizations to regularly receive their publications for the database. Eighty-three organizations were added to this list since June 1994.

Today, approximately 95 percent of the abstracted documents are available in paper copy or microfiche from the ERIC Document Reproduction Service (EDRS). Exhibit 10 lists the top dozen ERIC documents ordered in paper copy from EDRS in 1994.

Since 1980, more than 5,500 books have been abstracted in the ERIC database. In early 1993, a policy decision specified that ERIC increase efforts to cover education-related books to better serve its database users who expect an education literature search to include books and who value the level of indexing that ERIC provides. More than 50 percent of the abstracted books in ERIC were added since this decision was made. When running a search of the ERIC database, searchers can identify books by the publication type code 010. The publisher's address (or other source of availability) and the book's price are always included in the ERIC listing.

ERIC Digests Online

In the 1980s, ERIC began experimenting with providing full-text access to selected materials. The first full-text documents included in the database were the ERIC Digests—short syntheses of current topics in education—produced by the ERIC Clearinghouses. The ERIC Facility produces and distributes a magnetic tape of the ERIC Digests Online (EDO) file. Therefore, users can search, read, and download these digests via online database vendors, CD-ROM, and the Internet. The publication type code is 073. Currently, more than 1,300 ERIC Digests are in the EDO file in a format that is extremely popular with users.

Database Access

ERIC's popularity, coupled with technological advances, has led to a proliferation of methods by which to access the database. When ERIC started in 1966, it was searchable only through the printed index, *Research in Education*. In 1969,

Current Index to Journals in Education was introduced. In 1970, DIALOG Information Services introduced online access to ERIC; it continues to be File 1 on this commercial system.

Because of its popularity and affordability, ERIC is offered by more commercial vendors—four online vendors and five CD-ROM vendors—than any other bibliographic database. The newest CD-ROM of the complete ERIC database is available for only $100 per year, making it affordable to schools and institutions with limited budgets as well as to individuals who have CD-ROM equipment and frequent need for access to education materials. More than 1,000 research and public libraries across the country offer patrons access to the ERIC database. In addition, Internet users can search ERIC via public access through several university libraries. Demand for Internet access led to a collaborative effort by the ERIC Clearinghouse on Information & Technology, the Northeast Parallel Architecture Center at Syracuse University, and Personal Librarian Software to create a new access point with a powerful search engine.

Exhibit 10

The Top Dozen ERIC Documents Ordered From EDRS in 1994 (Paper Copy)

Title	ED Number	Clearinghouse
1. *Teaching Mathematics with Understanding to Limited English Proficient Students*	ED 322 284	Urban Education
2. *Methodologies of Reading and Writing in Kindergarten*	ED 302 834	Reading, English, and Communication
3. *Violence Prevention for Young Adults*	ED 356 4411-2	Counseling and Student Services
4. *Teaching History in the Elementary School*	ED 292 749	Social Studies/Social Science Education
5. *Indians of Washington State*	ED 259 853	Rural Education and Small Schools
6. *Teaching a Second Language*	ED 195 165	Languages and Linguistics
7. *Must They Wait Another Generation! Hispanics and Secondary School Reform*	ED 273 705	Urban Education
8. *A Student Outcomes Model for Community Colleges—Measuring Institutional Effectiveness*	ED 349 072	Community Colleges
9. *Understanding and Conducting Qualitative Research*	ED 300 937	Disabilities and Gifted Education
10. *Teaching Technical Writing in the Secondary School*	ED 243 111	Reading, English, and Communication
11. *What Young Adolescents Want from Out-of-School Programs*	ED 358 180	Urban Education
12. *Institutional Effectiveness and Student Success*	ED 356 843	Community Colleges

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User Services

ERIC is committed to providing easy access to resources to anyone who is interested in education. Toll-free telephone numbers and e-mail addresses are available for every ERIC Clearinghouse, as well as for the ERIC Processing and Reference Facility, the ERIC Document Reproduction Service, and ACCESS ERIC.

The ERIC system responds to user requests by providing answers to queries; sending materials such as ERIC Digests, newsletters, and bibliographies to users; searching the ERIC database or the reference and referral databases produced by ACCESS ERIC; and referring interested parties to other education-related organizations. Requests are received and answered via phone, fax, mail, e-mail, and visits to clearinghouses and ERIC exhibits at conferences.

In 1994, ERIC Clearinghouses answered more than 194,000 requests for information, up 61 percent from last year.

As a result of outreach efforts and the expansion of ERIC services and accessibility, the number of people using the ERIC system continues to grow. In 1994, ERIC Clearinghouses answered more than 194,000 requests for information (up 61 percent from 120,000 last year), due largely to increasing numbers of electronic queries. ACCESS ERIC responded to an additional 18,000 user requests in 1994; the ERIC Facility, to 2,000. Of course, these figures do not cover the hundreds of thousands of incidences of ERIC use that do not come directly to ERIC components, such as those occurring at libraries, resource centers, and public access sites on the Internet. The ERIC system is grateful to librarians and other ERIC information providers who aid those who wish to use ERIC. Exhibit 11 shows the methods used to contact the ERIC components.

Exhibit 11

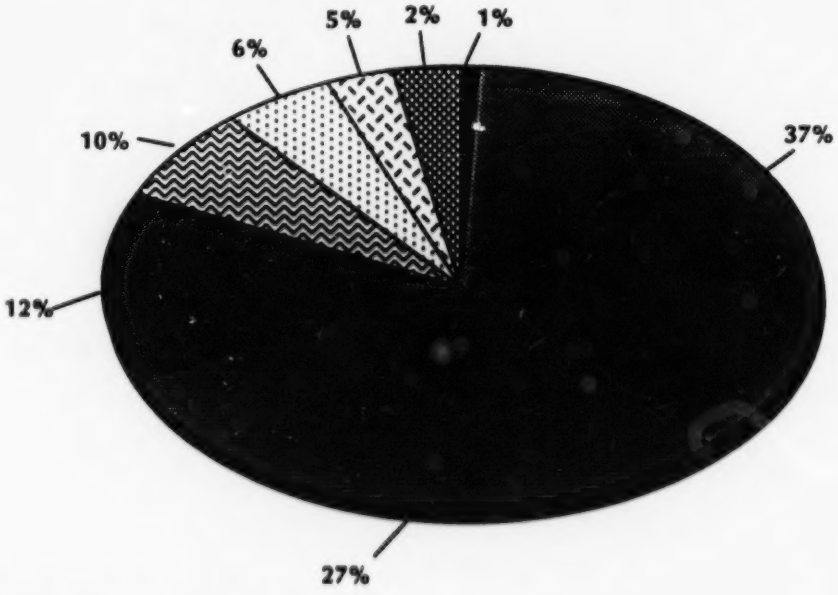
How Users Contacted ERIC Components

	1991	1992	1993	1994
Letters	64%	56%	46%	37%
Phone	28%	33%	28%	18%
Electronic	1%	4%	19%	41%
Visits	7%	7%	7%	4%

Exhibit 12

Types of Users Who Contacted ERIC Components, 1994

ERIC Clearinghouses and support components keep records of the types of users who contact them for information. The chart below shows the relative percentages of several types of users; however, it is important to note that these statistics are based primarily on users who call, write, or visit. Data are not available on the thousands of users who send e-mail requests, visit ERIC exhibits at conferences, search the print indexes or ERIC database, or access ERIC information on computer networks.



37%	67,758 – Postsecondary Faculty and Students		6%	12,243 – General Public	
27%	49,688 – Elementary/Secondary Faculty and Students		5%	8,559 – Librarians	
12%	23,066 – Other Professionals		2%	3,021 – Parents	
10%	19,008 – Government Agency Staff		1%	1,140 – Journalists	

ERIC users are teachers, teacher educators, education researchers, students, parents, government agency staff, journalists, and others who are interested in education issues. Exhibit 12 illustrates the types of users who contact ERIC components but is primarily indicative of the users who call, write, or visit. ERIC staff report that a large percentage of e-mail requests are from classroom teachers and parents who discover ERIC on the Internet or a commercial network.

Each ERIC component tailors its user services to meet the needs of its audience. All ERIC components track and analyze requests and use this information to develop responsive publications and services. For example, staff of the ERIC Clearinghouse on Adult, Career, and Vocational Education conducted six user workshops in 1994 on topics ranging from workplace literacy to ERIC as a proposal development resource. The ERIC Clearinghouse for Community Colleges produced more than two dozen bibliographies on popular topics for distribution to its users. The user services department of the ERIC Clearinghouse on Reading, English, and Communication (ERIC/REC) began a cooperative venture with Rogers Elementary School in Bloomington, Indiana, to support the school's effort to secure educational hardware and software. When equipment becomes available, user services staff will provide instruction in the use of the ERIC database, the ERIC/REC World Wide Web Home Page, and the Internet in general.

ERIC for Parents

ERIC offers more resources than ever before for parents. Outreach to parents now includes the Parents AskERIC question-answering service, the National Parent Information Network (NPIN), an ongoing series of parent brochures, and more than 200 other publications produced by ERIC Clearinghouses for parents and parent educators, including some in Spanish.

ACCESS ERIC and the ERIC Clearinghouse on Urban Education (ERIC/UD) are members of the National Coalition for Parent Involvement in Education and the Family Involvement Partnership for Learning. Clearinghouses have partnerships with groups for and about parents, including the National Parent Teacher Association (PTA), the National Urban League, and the Center for the Study of Parent Involvement, John F. Kennedy University. The ERIC Clearinghouse on Reading, English, and Communication works closely in a supportive role with the Family Literacy Center, also housed at Indiana University. Among their joint projects were *Parents Sharing Books* workshops and a publication on the same topic.

ERIC staff report that a large percentage of e-mail requests are from parents who discover ERIC on the Internet or a commercial computer network. ERIC has also been mentioned in popular periodicals such as *Parents* magazine. A recent issue of *Better Homes and Gardens* featured an article based on *College Planning for Gifted Students*, a publication of the ERIC Clearinghouse on Disabilities and Gifted Education. Outreach to parents also encompasses announcements of free materials sent to 70 state and local parent periodicals and a series of Spanish and English camera-ready newspaper articles written for parents by staff of the ERIC Clearinghouse on Rural Education and Small Schools.

Parents AskERIC

In 1993, the ERIC Clearinghouse on Elementary and Early Childhood Education (ERIC/EECE) began collaborating with the ERIC Clearinghouse on Information & Technology on the Parents AskERIC project. This free e-mail question-answering service (askeece@uiuc.edu) provides information to parents, early childhood educators, child care givers, and others interested in the growth development, and care of children through adolescence. By the end of 1994, Parents AskERIC was receiving and responding to more than 50 queries each week.

National Parent Information Network

The NPIN is an extensive electronic information service for parents, parent educators, and others working in collaboration with families. Developed by ERIC/EECE and ERIC/UD, NPIN offers:

- Parent-oriented materials from a variety of sources, including the National PTA, the National Urban League, and the Center for Early Adolescence, as well as ERIC. Short articles are available on topics such as child rearing and child development; immunization schedules, nutrition, and other general health concerns; behavior problems; disabilities; working with children's teachers; and home activities related to math, science, and reading.
- The Parents AskERIC question-answering service (see above).
- Discussion groups and forums on early childhood topics.

NPIN began the year as a key offering on Prairienet, the local Freenet in the Champaign-Urbana, Illinois, area, and ended the year as a main menu item on the new ERIC/EECE server supplied by Apple Computer, Inc., as an expression of Apple's support for the national early childhood community. During 1994, NPIN received major national publicity and continues to expand and receive national recognition.

ERIC/UD has demonstrated ways to access and use NPIN to more than 30 national and regional parent community organizations at conferences and workshops throughout the country. Many of these organizations represent urban and minority communities.

Publications for Parents

ERIC's line of publications for parents includes many of the popular ERIC Digests, the Parent Brochure series produced by ACCESS ERIC in collaboration with the clearinghouses, and many free or low-cost books. Titles currently available include:

- *101 Ideas To Help Your Child Learn To Read and Write* (English and Spanish editions)
- *Doing Science With Your Children*
- *Helping Your Highly Gifted Child*
- *What Does School Reform Mean To My Neighborhood School?*
- *How Can We Help Children Learn To Be Responsible Citizens?*
- *How To Choose a Community College*

New Adjunct on Child Care

ERIC/EECE and the National Child Care Information Center recently announced a joint effort to create the Adjunct ERIC Clearinghouse for Child Care. The collaborative agreement includes plans for increased acquisition of documents about child care for the ERIC system and joint development of electronic child care information resources for ERIC/EECE's World Wide Web server.

Outreach and Promotion

The development of outreach activities, which are intended to attract new users to ERIC and to update experienced users on the latest ERIC products and services, has always been an important ERIC function. In recent years, ERIC has conducted special outreach to parents and K–12 educators.

ERIC outreach efforts include exhibits and presentations at education-related conferences. In 1994, ERIC Clearinghouses staff participated in nearly 500 education-related meetings and conferences, gave presentations at more than 300 gatherings, and staffed exhibits at more than 130 gatherings. ERIC components often use the "train-the-trainers" strategy by directing presentations to teacher educators, librarians, and others in a position to share ERIC information with groups. For example, the ERIC Clearinghouse on Teaching and Teacher Education and ACCESS ERIC jointly presented a workshop for faculty members at the annual meeting of the Association of Teacher Educators.

Another way in which ERIC reaches current and potential users is through promotional mailings to a wide range of audiences, from staff at more than 1,000 libraries and information centers offering access to ERIC resources, to teachers identified as exemplary in each state. ERIC components traditionally expand their mailing lists at conference exhibits and workshops; many are adding a sign-up feature to their World Wide Web sites.

ERIC directors, known for their expertise within their fields and in demand as speakers and consultants, help to spread the word about ERIC. For example, Dr. Lilian Katz, director of the ERIC Clearinghouse on Elementary and Early Childhood Education, appeared on ABC's *20/20* and *Good Morning America* and the *CBS Evening News*. Dr. Larry Rudner, director of the ERIC Clearinghouse on Assessment and Evaluation, was featured on several radio discussions of assessment issues in relation to home schooling.

The education and popular press look to ERIC as a source of cutting-edge information on education issues. The ERIC Clearinghouse for Community Colleges, for example, has provided information on 2-year colleges to a number of education reporters, including writers from the *Community College Week*, *Community College Times*, *USA Today*, *Los Angeles Times*, and the *Philadelphia Inquirer*. Some clearinghouses make regular contributions to journals. The ERIC Clearinghouse on Disabilities and Gifted Education, for instance, provides copy to *CEC Today*.

ACCESS ERIC was created specifically to provide coordination and outreach. (See Exhibit 13.) In addition to preparing informational publications about ERIC, ACCESS ERIC promotes system resources through media liaisons, mailings, and electronic activity. Among other 1994 outreach activities, ACCESS ERIC

Exhibit 13

Outreach Works! Where Users Heard About ERIC

Some of the sources that published information about ERIC over the past year are provided below.

BOOKS

Educator's Guide to Free Home Economics and Consumer Education Materials
Elementary Teachers' Guide to Free Curriculum Materials
Free Materials for Schools and Libraries
Free Things and Almost Free Things for Teachers
Guide to Free Computer Materials
Information Power (Matthew Lesko)
Information USA

JOURNALS AND MAGAZINES

American Libraries
The Arithmetic Teacher (National Council of Teachers of Mathematics)
Better Teaching
Bergan County (NJ) Kids
Cable Vision
Electronic Learning Magazine
Emergency Librarian
Internet World
Learning Magazine
Mac Home Journal
MacUser Magazine
Online Access
Parents Magazine
School Administrator
The School Librarian's Workshop
School Library Media Quarterly
Science and Children
T-3—Television, Technology, & Teaching
TEACHING Exceptional Children
T.H.E. Journal
Vertical File Index
Weekly Reader Teachers Guide
Wilson Library Bulletin

NEWSLETTERS

Adult Colleagues (Illinois Adult Education Association)
Adult Learning and Literacy
APIE Newsletter
American Association of Community Colleges
Association of Supervision and Curriculum Development
Chips, Quick Connect, and *GlicheKickers,* Macintosh user group newsletters
Education Daily
Education Forward (Wisconsin Department of Education)
Education Grants Alert
Education Writers Association
Illinois Principals Association
Illinois Rural Education
Mainstream Newsletter
Minneapolis Area Community Tribal Schools
NAPE Bulletin (National Association of Partners in Education)
National Association for Industry-Education Cooperation
National Association of Secondary School Principals
NCTM News Bulletin (National Council of Teachers of Mathematics)
New Hampshire Department of Education Library/Media Services
OERI Bulletin
Office of Correctional Education
PTA Today
The Update (Baltimore Teachers Union)

ELECTRONIC

America Online
Cleveland Free-Net
CompuServe
Education Net
INet
SERVE-Line
TENET

TELEVISION AND RADIO

Assignment: Discovery, The Discovery Channel
KMOX Talk Radio (MO)
WKLX Radio (NJ)

NEWSPAPERS

Baltimore Sun
Chronicle of Higher Education
Education Week
Prince George's County (MD) Journal
Seattle Times-Banner

BEST COPY AVAILABLE

contributed an ERIC bulletin board spot to air on Discovery Communications' *Assignment: Discovery*; wrote material about ERIC for publications as diverse as *Special Libraries* and *Parents*; maintained media lists covering technology, education, and general-interest publications; and contacted editors regarding ERIC developments and topical resources.

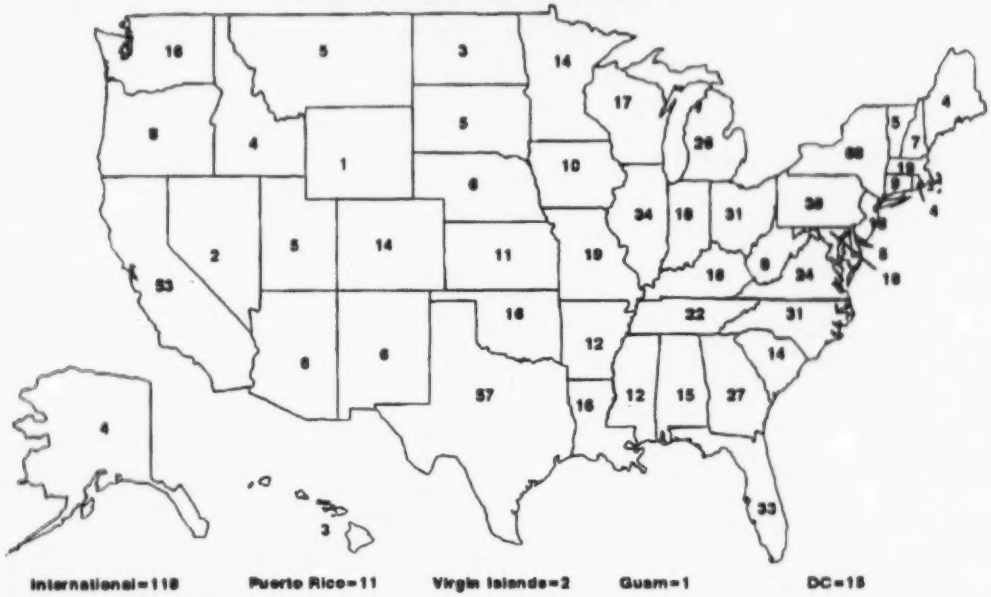
ERIC Document Reproduction Service Marketing Success

The ERIC Document Reproduction Service (EDRS) conducts a vigorous marketing campaign that has experienced success in extending ERIC to both traditional and nontraditional ERIC customers. Recent marketing has focused on large universities, institutions of higher education offering education degrees, former standing-order customers, community colleges, Canadian school districts, and teacher resource centers. As a result of these campaigns, the number of standing-order customers for ERIC microfiche collections continues to grow: from 928 at the end of 1993 to a system record of 967 total subscribers at the end of 1994 (see Exhibit 14).

Exhibit 14

ERIC Microfiche Collections (Geographic Distribution–U.S.)

December 31, 1994 – 967 Customers



International Activity

With the information highway racing across national boundaries, the flow of information in the world is truly "borderless." ERIC international activities have included presenting at international conferences, providing technical assistance to ERIC-like systems in other countries, hosting international visitors at various ERIC components, and providing material from the ERIC database for input into international education databases. A few recent examples of these activities are described below.

ERIC ambassadors included Dr. Lilian Katz, director of the ERIC Clearinghouse on Elementary and Early Childhood Education, who visited seven countries in 1994; and Dr. John Patrick, director of the ERIC Clearinghouse on Social Studies/Social Science Education, who served internationally as a major speaker and seminar leader for two programs on "Civic Education for Democracy in Estonia" sponsored jointly by The Jaan Tonisson Institute of Estonia and the International Foundation for Electoral Systems of the U.S.A. Dr. Patrick also served as a lecturer, discussion leader, and consultant to a group of 16 Russian civic educators based at Russell Sage College and sponsored by the United States Information Agency. In addition, he was a lecturer at a civic education conference in Poland conducted by the Center for Civic Education for Local Control Schools of Poland.

In the past year, ERIC system components hosted visitors from many foreign countries, including Australia, Botswana, Canada, Chile, China, Colombia, France, India, Japan, Korea, Pakistan, Russia, South Africa, Taiwan, Turkey, and Ukraine. Two representatives from the Universdida Autonoma De Aguasclaientes spent a week meeting with staff at several ERIC Clearinghouses and support components to further explore the potential for creating a computerized network comparable to ERIC in Mexico.

In May 1994, Dr. Jonathan Fife, director of the ERIC Clearinghouse on Higher Education (ERIC/HE), was invited by the president of George Washington University to participate in hosting the first delegation of high-ranking officials in higher education from Vietnam since the trade embargo was lifted. Sponsored by the U.S.-Indochina Reconciliation Project and the Institute of International Education, the delegation included the Minister of Higher Education, the Ministry's Director of International Cooperation, the directors of several research academies, and the rectors of several universities. The ERIC Clearinghouse on Science, Mathematics, and Environmental Education hosted an international Fulbright scholar, Dr. Salvacion Lindio Dorado, who is a specialist in environmental education in the Philippines. She worked on a project titled, "Strategies in Environmental Education for the Development of Instructional Materials for Students and Teachers."

International standing-order customers for ERIC microfiche now number 118.

In addition to undertaking international travels and hosting visitors from other countries, ERIC system staff produced and disseminated materials in collaboration with representatives from other countries. For example, the ERIC Clearinghouse on Counseling and Student Services initiated an ERIC Digest collection on career development and joint publishing and marketing agreements with the Canadian Guidance and Counselling Foundation. The Secondary Principals Association of New Zealand (SPANZ) printed and distributed copies of all 8 ERIC Digests produced by the ERIC Clearinghouse on Educational Management to its 300 members in private, integrated, and public schools. ERIC/HE continues to identify books for development of an international bibliography on higher education to be produced in conjunction with the International Association of Higher Education and has begun negotiations with the London-based Society for Research into Higher Education to acquire documents produced by the membership. The ERIC Clearinghouse on Languages and Linguistics has acquisition agreements with 19 international organizations.

Partnerships

ERIC has always sought to build dynamic, mutually beneficial partnerships with institutions and organizations involved in collecting and disseminating information to the education community. These institutions include, but are not limited to, associations, government agencies and federally funded programs, universities, research firms, private corporations, and libraries.

The ERIC Clearinghouses and ACCESS ERIC have established more than 400 partnerships to support the exchange of information between ERIC and its audience. Partner organizations have agreed to promote ERIC, disseminate ERIC information through newsletters and journals, enhance the ERIC database through the addition of documents, and encourage joint projects such as workshops and conferences. In turn, these organizations enjoy special benefits from their ERIC partners, such as VIP handling of their information requests, free or discounted ERIC publications, advance notice of materials distributed by the ERIC system, and technical assistance and support. A few examples of these partnerships follow:

- The ERIC Clearinghouse for Community Colleges (ERIC/JC) provides specialized services to a selection of community college organizations, ranging from serving as secretariat for an association to developing a person-to-person referral system for association members. In some cases, the clearinghouse offers services such as membership mailings, development of prospective membership lists, and other administrative activities that are a strain for an organization that lacks a central office. ERIC/JC also continued a cooperative arrangement that was established in 1988 with Jossey-Bass. The publishing company paid for half the cost of an exhibit at the American Association of Community and Junior Colleges conference, and clearinghouse staff displayed and sold Jossey-Bass's latest publications on postsecondary education, some of which were produced by clearinghouse personnel.

- The ERIC Clearinghouse on Assessment and Evaluation (ERIC/AE) established special relations with the American Educational Research Association and the National Council for Measurement in Education. The clearinghouse provides Internet services for these two organizations and, in return, they provide extra acquisition services, mailing lists, and product announcements for ERIC/AE.

- The ERIC Clearinghouse for Social Studies/Social Science Education (ERIC/SO) maintained and expanded its successful ERIC Adjunct Clearinghouse program. Partnerships provide the funding for three adjuncts: Law-Related Education (American Bar Association), Art Education (Getty Center for Education in the Arts), and United States–Japan Studies (the United States–Japan Foundation and the Japan Foundation's Center for Global Partnership).

- The ERIC Clearinghouse on Counseling and Student Services (ERIC/CASS) established a new partnership with an umbrella organization, the National Alliance of Pupil Services Organizations (NAPSO). ERIC/CASS staffed a booth and distributed a special packet of ERIC searches at the national Safe Schools, Safe Students conference cosponsored by NAPSO and the National Education Goals Panel. NAPSO will acquire for ERIC/CASS both paper and electronic copies of all of the major conference presentations; ERIC/CASS will enter these papers into the ERIC database and also make them available through its World Wide Web site.

ERIC components often work collaboratively with other federally sponsored projects and initiatives. ERIC Clearinghouse directors have contacted key members of the newly formed Institutes within the Department of Education's Office of Educational Research and Improvement (OERI) to discuss collaborative ventures. The ERIC Clearinghouse on Disabilities and Gifted Education participates in a consortium of clearinghouses funded by the Department of Education, Office of Special Education Programs, including the National Information Center for Children and Youth with Disabilities (NICHCY); DB-Link, the National Information Clearinghouse on Children Who Are Deaf-Blind; and HEATH Resource Center, the national clearinghouse on postsecondary education for individuals with disabilities. The ERIC Clearinghouse on Elementary and Early Childhood Education (ERIC/EECE) works closely with the North Central Regional Educational Laboratory to produce information packets on such topics as early childhood education, parental involvement, and mixed-age grouping. ERIC/EECE distributes the materials to every regional educational laboratory and appropriate OERI-funded research centers.

ERIC will continue to seek creative new relationships with entities that can offer resources to strengthen ERIC and help ERIC serve established and new users.

The ERIC system as a whole has benefitted from partnerships with the private sector as indicated in the ERIC At-a-Glance chart (Exhibit 1). These corporate partners have provided online and CD-ROM access to the ERIC database, document and article delivery services, publishing, and access to other ERIC information resources. For example, for almost 16 years, the Oryx Press has edited all the resumes in *Current Index to Journals in Education* and prepared a tape of the edited material, which is sent to the ERIC Facility. Oryx has built detailed computer verification programs to ensure consistency in and the correctness of all machine-verifiable information, and Oryx editors contact ERIC staff regularly to ensure quality control.

ERIC has received several significant private/corporate contributions from companies such as Apple Computer, Inc., Personal Librarian, Computer Sciences Corporation, and Sun Microsystems to support technological advances. By coordinating efforts with public and private partners, ERIC is able to provide enhanced products and services at no additional cost to the government or taxpayers.